

SIERRA ELECTRIC COOPERATIVE, INC.
FIRST REVISED RULE NO. 9
CANCELING ORIGINAL RULE NO. 9

RENDERING AND PAYMENT OF BILLS



X – NUMEROUS CHANGES

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1. Disposition of Electricity

1.1 All electricity sold by the utility shall be on the basis of meter measurement except for service or installation where the load is constant and the consumption may be readily computed.

1.2 Consumption of electricity within the utility itself, or by administrative units associated with it, shall be metered.

2. Meter Reading Sheets, Cards or Records - The meter reading sheets, cards or records from which the customer's bills are prepared shall show:

2.1 customer's name, address and rate schedule;

2.2 identification number or description of the meter(s);

2.3 meter readings;

2.4 if the reading has been estimated;

2.5 any applicable multiplier or constant.

3. Meter Reading Interval - The meter shall be read at monthly intervals except that authority may be obtained from the New Mexico Public Regulation Commission for reading the meters at other than monthly intervals. Commission approval need not be obtained when deviation from monthly meter reading schedules occur because of the seasonal nature of the customer. The utility shall avoid sending a customer two successive estimated bills.

4. Condition of Meter - No meter shall be installed which is known to be mechanically or electrically defective, or to have incorrect constants or which has not been tested, and adjusted if necessary, in accordance with 17.9.560.14 NMAC . The capacity of the meter and the index mechanism shall be consistent with the requirements of the customer.

EFFECTIVE

JUL - 1 2011

REPLACED BY NMPRC
BY Rule NO. 17-1.210

Advice Notice No. 58

Jimmy W. Capps, Jr.
General Manager

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5. Meter Charts - All charts taken from recording meters shall be marked with the date of the record, the meter number, customer's name and location and chart multiplier.

6. Meter Multiplier - If it is necessary to apply a multiplier to the meter readings, the multiplier must be marked on the face of the meter register.

7. Demand Meter Registration - When a demand meter is used for billing, the installation shall be designed so that the highest demand reading used for billing shall appear in the upper half of the meter's range.

8. Customer Bill Forms - The utility shall bill each customer as promptly as possible following the reading of his meter. The bill shall show:

8.1 the beginning and ending meter reading dates or the number of days in the billing cycle and the date of the ending meter reading;

8.2 clear and conspicuous language identifying the bill as an estimated bill, if the bill has been estimated;

8.3 the number and kind of units metered;

8.4 any conversions from meter reading units to billing units;

8.5 any multiplier constants used to determine billing;

8.6 the date the bill is due;

8.7 any previous balance;

8.8 an identification of the applicable rate tariff;

8.9 the amount due for electric usage;

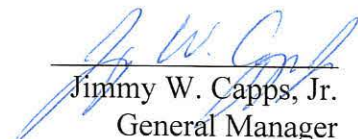
8.10 the amount due for special services;

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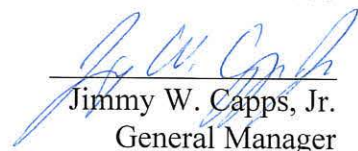
- 8.11 the total amount due;
- 8.12 gross receipts taxes and any other taxes or fees, if not a part of the base rate;
- 8.13 the automatic adjustment clauses approved by the commission in total and in cost per unit basis, as applicable;
- 8.14 contact information of the utility designating where the residential customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided;
- 8.15 if the residential customer is on a budget billing plan, a statement of:
- a) the actual charges for service incurred for the current billing period,
 - b) budget amount due, and
 - c) the actual balance of total services rendered.
9. Customers whose bills are not paid within the period designated on their bill will be given written notice of delinquency. The notice will provide that the customer has an additional 15 calendar days from the date the bill is deemed delinquent before a utility may disconnect utility service, pursuant to the requirements of 17.5.410.31 through 17.5.410.35 NMAC.
10. If a trip to the consumer's property is required to make a collection on a past due account, a collection fee as approved by and on file with the NMPRC shall be charged.
11. Any customer may, by contacting the utility's office, make arrangements for temporary credit and later payment, provided a firm commitment is made for payment on a stated future date and providing his previous payment record has been satisfactory.

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